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IN REPLY
REFER TO

DDC-TO

DEFENSE LOGISTICS AGENCY

DEFENSE DISTRIBUTION CENTER
2001 MISSION DRIVE
NEW CUMBERLAND, PA 17070-5000*DD For
X already had a copy*

SEP 18 1998

MEMORANDUM FOR SEE DISTRIBUTION

SUBJECT: FY99 DLA Depot Monthly Performance Reporting Requirements

This letter supersedes DDC-TO letter dated March 3, 1998, subject: FY98 DLA Depot Monthly Performance Reporting Requirements. **This monthly report is due no later than the third working day after month end** and should be faxed to DDC-TO, Pat Myers at Fax: 977-5182 or 7143. It is imperative that you meet this suspense date in order to provide the necessary data to the DDC Commander and HQ DLA by their suspense dates.

There are no changes to DLA Depot Performance Standards for FY99 (Attachment 1).

Management Information System (MIS) data will continue to be used to measure performance and provide statistics for Monthly Management Reviews (MMRs) and Quarterly Management Reviews (QMRs). MIS is not used for Location Accuracy Rate. Please continue to input that data into the previously provided DORRA disk and forward a copy of that printout as an attachment to the monthly report

* An additional performance measurement has been added to MIS reflecting the percent on-time for MRO processing. The DLA 1998 Strategic Plan set a goal to "exceed a 95% reliability rate for on-time products and services by FY2000."


When any of the performance standards reflected in Attachment 1 are not met, a narrative is required. The narrative will include details of the problem, its impact, the corrective action and a get well date. At this time, no narrative is required when not meeting the 95% on-time goal. The DDC will continue to track the percent on-time performance and monitor progress as each depot strives to meet the 95% on-time goal.

* It is anticipated that MIS will reflect hourly measurements sometime in FY99. At that time, hourly performance standards will be provided.

In addition to the monthly narratives, please provide the information requested in Attachments 2 and 3.

Since DSS implementation at DDAG and DDBC, for the first time, all DDC depots are now included in all the MIS statistical data. As a result, request that you provide monthly data in the same format as requested in this letter versus the monthly report you submitted prior to DSS implementation.

If you have any questions, please contact Pat Myers, DDC-TO, plmyers@ddc.dla.mil, DSN: 977-8208, FAX: 977-5182/7143.



JAMES O. RIMEL, SR.
Chief, Distribution Operations

3 Attachments

DISTRIBUTION:

DDAA-D	DDMC-D
DDAG-D	DDNV-D
DDBC-D	DDOO-D
DDCN-D	DDPW-D
DDCO-D	DDRT-D
DDCT-D	DDRV-D
DDDC-D	DDSP-D
DDHU-D	DDTP-D
DDJC-D	DDWG-D
DDJF-D	

FY99 DLA DISTRIBUTION DEPOT PERFORMANCE STANDARDS

EFFECTIVE OCTOBER 1, 1998

<u>INDICATOR</u>	<u>MIS DATA ELEMENT</u>	<u>FY99 DLA STANDARDS</u>
RECEIPT PROCESSING (Tailgate/Turn-In to Stow)		
Wholesale Procurement and Retail Procurement & Returns	10117	1 Day
Wholesale Returns	10817	3 Days
ISSUE PROCESSING (MRO/DRO Receipt at Depot to Ship)		
MRO HI-PRIs, Wholesale /Retail	21467	1 Day
MRO Routines, Wholesale/Retail	21475	1 Day
DROs	22007	21 Days
OPEN RELEASE ORDERS		
Open MROs/RDOs/DROs		30-59 Days - <1% 60+ Days - 0%
WAREHOUSE DENIAL RATE	26330	<0.80%
LOCATOR ACCURACY	40107**	99.0%
	**Legacy Data (DORRA Disk) Until MIS is Validated	

**WHEN STANDARDS NOT MET,
NARRATIVES DUE TO DDC-TO
3rd WORK DAY AFTER MONTH END**

Prepared by: Pat Myers/ DDC-TO/9-15-98

Attachment 1

MONTHLY DEPOT PERFORMANCE REPORTING REQUIREMENTS

a. Location Accuracy Rate % _____

**ATTACH PRINTOUT OF LOCATION ACCURACY RATE
FROM DORRA DISK**

b. Customer Complaints:

RODs Received _____

RODs Chargeable _____

Customer Satisfaction Rate (%)* _____

*Calculation:

Total Valid RODs Received divided by
Total MROs Shipped times 100

c. Return Receipts Work On-Hand:

Number of Lines Waiting to
Process thru Receiving _____

Number of Days to Process
Work On-Hand _____

d. Number of NSNs in Storage _____

\$ Value of NSNs in Storage \$ _____

**ATTACH A SEPARATE SHEET LISTING THE NUMBER OF
NSNs AND EXTENDED DOLLAR VALUE BY OWNER RIC.**

Attachment 2

OPEN, OVERAGED RELEASE ORDER REPORT

DEPOT _____

MONTH _____ FY _____

HQ DLA has established an overall goal of not more than 1% for all open, overaged release orders greater than 30 days old. Using HQ's formula, the 1% would be based on your total number of release orders processed for the month. A narrative is required for all release orders greater than 30 days when you exceed this 1% goal. A narrative is required for all release orders greater than 60 days. Please adhere to the following formula:

Open MROs/RDOs/FMS 30-59 Days divided by
Total MROs processed (MIS Data Element 21740)
.....If greater than 1% - Narrative Required

Open MROs/RDOs/FMS 60+ Days divided by
Total MROs processed (MIS Data Element 21740)
.....If greater than 0% - Narrative Required

Open DROs 30-59 Days divided by
Total DROs processed (MIS Data Element 22002)
.....If greater than 1% - Narrative Required

Open DROs 60+ Days divided by
Total DROs processed (MIS Data Element 22002)
.....If greater than 0% - Narrative Required

MROs/RDOs: _____ 30-59 Days

_____ 60+ Days

FMS: _____ 30-59 Days

_____ 60+ Days

Attachment 3

OPEN, OVERAGED RELEASE ORDER REPORT

DROs _____ 30-59 Days
 _____ 60+ Days

Others (BII/Set Assemblies):

 _____ 30-59 Days
 _____ 60+ Days

NARRATIVES: